INTER-TEL®

INT4000

Cordless Telephone User Guide

Notice

This *INT4000 Cordless Telephone User Guide* is released by INTER-TEL®, INC. as a guide for system users and trainers. It provides information necessary to properly install, program, operate, and maintain this product.

The contents of this guide, which reflect current Inter-Tel standards, are subject to revision or change without notice. Some packages released after the publication of this guide will be documented in addenda to the guide or succeeding issues of the guide.

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware and/or specific software.

For additional information, please contact your service representative.

For sales, service, or technical support, contact your local authorized Inter-Tel dealer.
If you have any questions or comments about this User Guide contact Inter-Tel Technical Publications at:
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Important Safety Instructions

NOTE: For use with CSA Certifies (NRTL/C) Inter-Tel Axxess or Eclipse system only.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a dry cloth for cleaning.
- Do not use this product near water (for example, near a sink or in a wet area).
- Do not place this product on an unstable cart, stand, or table. The telephone may fall, causing serious damage to the unit.
- Do not block or cover any slots or openings in the base unit to protect the product from overheating. This product should never be placed near or over a radiator or heat register, or in a built-in installation unless proper ventilation is provided.
- This product should be operated only from the type of power source indicated on the marking label.
- Do not allow anything to rest on the power cord. Do not locate this product where the power cord might be trampled or damaged.
- Do not overload wall outlets and extension cords, as this can result in the risk of fire or electrical shock.
- Never push objects of any kind into this product through the base unit slots, as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- Do not disassemble this product to reduce the risk of electric shock. Contact qualified service personnel when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.

- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power supply cord is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance.
- Do not use the telephone to report a gas leak in the vicinity of the leak.

Warnings

CAUTION

Changes or modifications to this product not expressly approved by Inter-Tel, or operation of this product in any way other than as detailed by this user guide, could void your authority to operate this product.

Unplug all electrical appliances when you know an electrical storm is approaching. Lightning can pass through your household wiring and damage any device connected to it. This phone is no exception.

NOTE: Do not attempt to unplug any appliance during an electrical storm.

NOTICE

The INT4000 is not waterproof. To reduce the risk of fire, electrical shock, or damage to the unit, DO NOT expose this unit to rain or moisture.

WARNING

The cords on this product and/or accessories contain lead, a chemical known to the State of California to cause cancer and birth defects or other reproductive harm. ***Wash hands after handling.***

Range

The INT4000 cordless phone is designed to achieve the maximum possible range by transmitting and receiving according to the highest specifications set forth by the FCC and IC. The INT4000 is rated to operate at a maximum distance with the qualification that the range depends upon the environment in which the telephone is used. Many factors limit the range, and it would be impossible to include all the variables in the rating. The maximum range rating of this phone is meant to be used as a means of comparison against other range claims.

Radio Interference

Radio interference may occasionally cause buzzing and humming in your cordless handset or clicking noises in the base unit. This interference is caused by external sources, such as a TV, refrigerator, vacuum cleaner, fluorescent lighting, computer equipment, or electrical storm. Your unit is NOT DEFECTIVE. If these noises continue and are too distracting, please check your office to see what appliances may be causing the problem. In addition, we recommend that the base unit not be plugged into a circuit that also powers a major appliance because of the potential for interference.

In the unlikely event that you consistently hear other voices or distracting transmissions on your phone, you may be receiving radio signals from another cordless telephone or some other source of interference. If you cannot eliminate this type of interference, change to a different channel.

Save These Instructions

Finally, it should be noted that some cordless telephones operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.

More Than One Cordless Telephone

If you want to use more than one cordless telephone in your office, they must operate on different channels. Press the channel button (CH) to select a channel that provides the clearest communication.

Privacy

Cordless phones are radio devices. Communications between the handset and base unit of your cordless telephone are accomplished by means of radio waves which are broadcast over the open airways. Because of the inherent physical properties of radio waves, your communications can be received by radio-receiving devices other than your own cordless telephone unit. Consequently, any communications using your cordless telephone may not be private.

Base Units and Handsets

The handsets are programmed to work with a specific base unit. You cannot switch to a new handset or a new base unit without having it reprogrammed by Inter-Tel.

Battery Packs

The battery packs contain rechargeable, sealed, Nickel-Metal Hydride batteries. To reduce the risk of fire or injury to persons by the battery:

- Use only the appropriate type and size battery pack specified in this user guide.
- Do not dispose of the battery pack in a fire. The cell may explode. Check with local codes for possible special disposal instructions.
- Do not open or mutilate the battery pack. The released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling the battery pack to avoid shorting the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.
- Do not charge the battery pack used in this telephone in any charger other than the one provided. Using another charger may damage the battery or cause the battery to explode.
- Observe proper polarity orientation between the battery pack and charger unit.
- Do not short circuit the battery pack.

Finding Your Way

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WELCOME

Congratulations on your purchase of the Inter-Tel INT4000 cordless telephone. The INT4000 is designed to work on an Inter-Tel Axxess/Eclipse and voice mail systems to provide you with access to multiple lines, Caller ID, and other phone system features.

To help familiarize you with the features of the INT4000, read this user guide thoroughly.

Your INT4000 includes the following items:

- Base Unit
- Handset
- Telephone Cord
- Two AC Adapters
- Rechargeable Battery (750 mAh Ni-MH)
- Belt Clip
- Charger Unit
- Charger Unit Wall Mount
- Wall Plate Adapter
- This User Guide

NOTE: If any of these items are missing or damaged, contact your System Administrator. If your INT4000 is not performing to your expectations, try the steps listed in the Troubleshooting section of this user guide. If you are still unable to resolve the problem, contact your System Administrator.

About This Guide

This guide contains instructions for using the INT4000 cordless telephone on the Inter-Tel telephone and voice mail systems. To help you find information more quickly, this guide is divided into four separate sections, as indicated by the tabs.

These sections include the following:

- **Finding Your Way:** This section provides installation instructions and illustrations for your phone. It includes figures and general information designed to help you find what you need.
- **Getting Started:** If you need to make a call, this is the section for you. It not only includes basic phone and voice mail information, but it provides instructions on how to perform everyday tasks, such as answering calls, making calls, accessing voice mail, etc.
- **Moving On:** Once you've got the basics down, it's time to move on to the advanced features. In this section, you'll learn how to program speed-dial numbers, use remote messaging, define secondary extensions, and access other helpful features.
- **Learning More:** This is the place where the answers are. With a Frequently Asked Question (FAQ) section and additional information about the phone and voice mail systems, you can perform basic troubleshooting and learn more about the system.

In addition, this guide contains an index, a list of default feature codes, and a voice mail flow chart for easy reference.

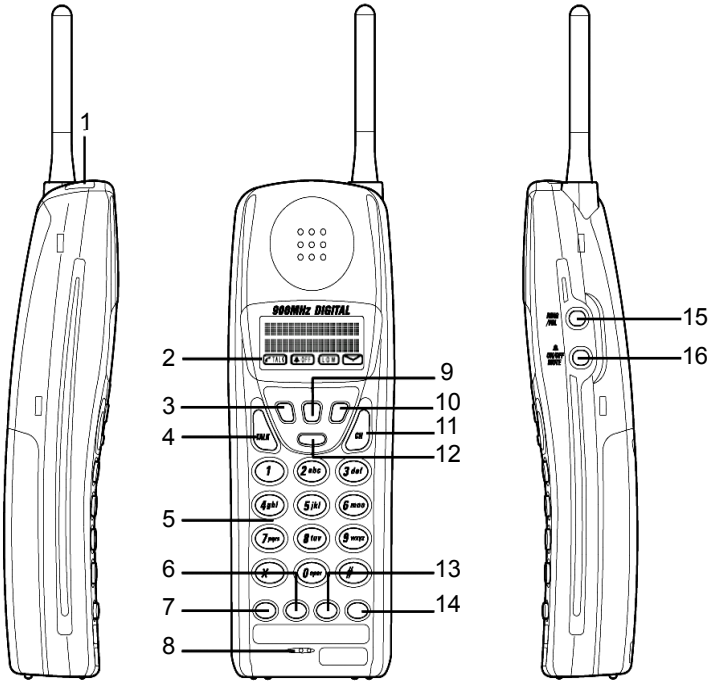
About Your Phone

The INT4000 cordless phone has the following features:

- Interference avoidance with other 900MHz systems
- 900 MHz narrow band FM
- Autoscan channel selection (up to 30 channels)
- 16-digit, 2-line liquid crystal display (LCD)
- Approximately 6-hour talk time
- Approximately 5-day standby time
- 3 ring tones and vibrate ringer
- Headset jack with belt clip for handsfree operation
- Wall mountable base unit

The following pages describe the basic functions of the dialpad buttons and message display indicators.

Dialpad and Indicators



	DEFAULT BUTTON (LABEL)		DEFAULT BUTTON (LABEL)
1	Headset Jack	9	Hold Button (HOLD)
2	Message Display	10	Redial Button (REDIAL)
3	Transfer Button (XFER)	11	Channel Button (CH)
4	Talk Button (TALK)	12	Special Button (SPCL)
5	Numeric Dialpad	13	Call Button 3 ( )
6	Call Button 2 ( )	14	Call Button 4 ( )
7	Call Button 1 ( )	15	Ring Type and Volume Button (RING/VOL)
8	Microphone	16	Ringer On/Off and Mute Button (ON/OFF MUTE)

Basic Message Display Functions

ICON	FUNCTION	ACTION
TALK	The connection has been made between the handset and the base unit.	Press TALK to answer or make a call.
OFF	The handset ringer switch is turned off.	Press and hold ON/OFF MUTE on the side of handset to turn the ringer on.
LOW	The handset battery pack is low and needs to be charged.	See page 15 for information on charging the battery.
	You have received a message.	See page 34 for instructions on how to listen to the message.

Basic Button Functions

BUTTON	IF YOU...	YOU CAN...	PG.
TALK	Press TALK	Answer a call, place an intercom call, or hang up.	22
CALL or LINE	Press an unlit key or the flashing key	Select an outside line or answer a call.	23
XFER	Press XFER and dial the destination number	Transfer a call.	27
HOLD	Press HOLD	Put a call on hold.	25
CH	Press CH	Change a channel.	18
REDIAL	Press REDIAL	Redial a telephone number or save the last number dialed.	30
RING/VOL	Press RING/VOL	Adjust volume during a call or select a ring tone on standby mode.	44
ON/OFF MUTE	Press and hold ON/OFF MUTE for two seconds	Turn the ringer on/off.	44
	Press ON/OFF MUTE	Mute the microphone.	25

In addition to the buttons identified in the preceding table, your phone has a Special button (SPCL). Depending on how your telephone system is configured, you may need to press this key before you dial a feature code.

NOTE: Because the telephone system allows customized feature keys, your phone may have been reprogrammed so that the feature buttons do not match those described in this guide.
ALSO: To use the **BACKSPACE** button, you must pre-program the feature button (feature code 314) on your phone. Refer to *Programming Your Feature Buttons* section on page 56 for details on how to program the **BACKSPACE** button. Also to use the **FORWARD**, **PREVIOUS**, **NEXT**, or **MSG** button, your System Administrator must program them in Database Programming.

Display

Your INT4000 has two lines of display with 16 characters per line. When your phone is idle, this display shows your extension number, your username, the time of day, and the date. At other times, it may display reminder messages, Do-Not-Disturb (DND) messages, numbers dialed, call sources, elapsed time of calls, current call costs, error messages, etc.

Because the display can only support 16 characters, you may see a few abbreviations. The most commonly used abbreviations are provided in the table below.

ACCT CODE	Account Code
CNF	Conference
DEST	Destination
DIR	Directory
DND	Do-Not-Disturb
EXT	Extension
MSG	Message
RCL	Recall
SPKR	Speaker
SPKRPHN	Speakerphone
STN SPD	Station Speed Dial
SYS SPD	System Speed Dial
TFR	Transfer
TG	Trunk Group (a group of outside lines)
TRNK	Trunk (an outside line)

INT4000 INSTALLATION

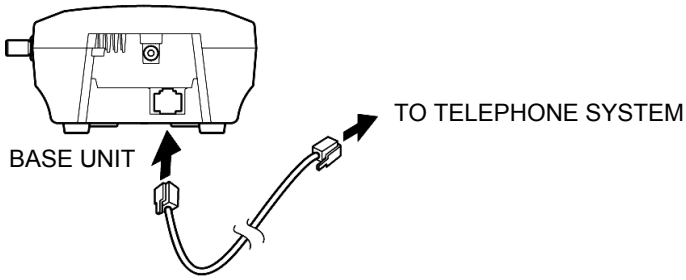
This section describes how to install the INT4000. Follow the instruction below.

Selecting the Location

Select a location for the INT4000 that is away from excessive heat or humidity. The base unit of your INT4000 can be placed on a desk or tabletop near a standard 120V AC outlet and telephone line jack. The base unit can also be mounted on a standard wall plate using the included wall plate adapter. Keep the base unit and handset away from sources of electrical noise (motors, fluorescent lighting, computers).

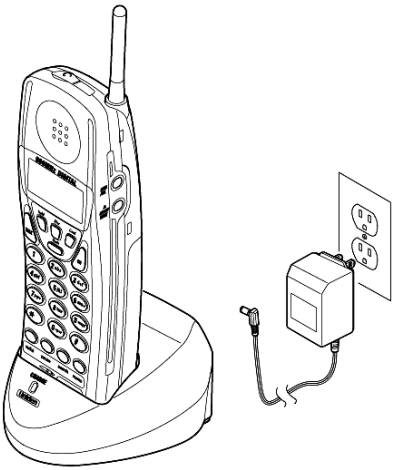
Connecting the Telephone Cord

Plug the telephone line cord from the base unit into a telephone system port.



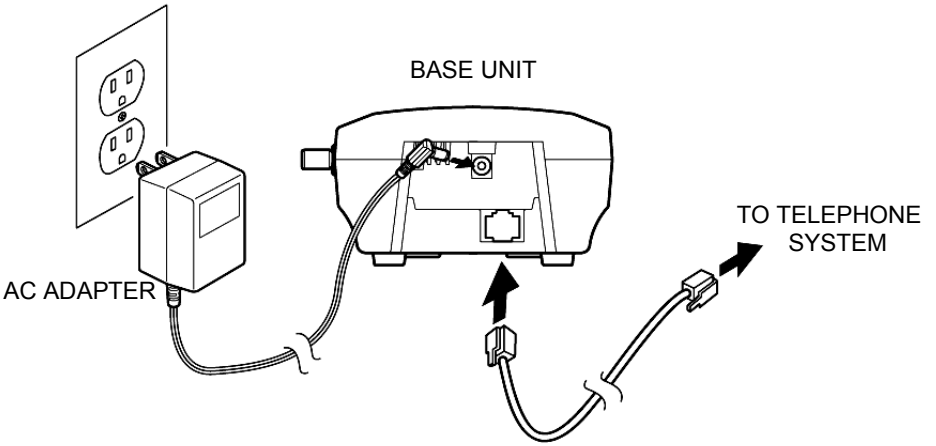
Connecting Power to the Base and Charger Units

Connect the smaller AC adapter with the yellow ring on the connector to the yellow jack on the back of the charger unit, as shown below.



CHARGER UNIT

Connect the other AC adapter to the back of the base unit, as shown below.



NOTE: Do not route the power cord where it will create a trip hazard or where it could become worn and create a fire or other electrical hazard.

Wall Mounting

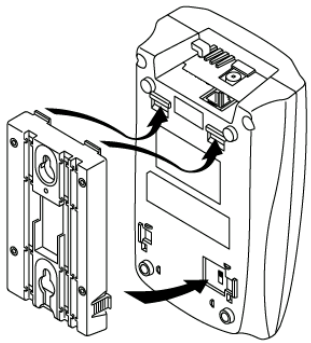
You can mount your INT4000 either on a standard wall plate or directly on a wall. Follow the instructions below.

Standard Wall Plate Mounting

Your INT4000 is designed to be mounted on a standard wall plate.

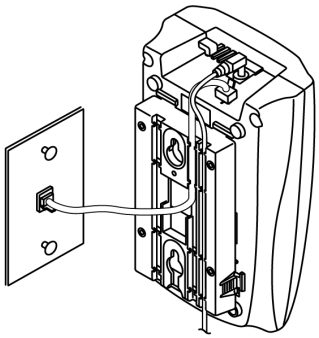
To attach the wall mount stand to the base unit:

1. Slide the wall mount stand into the notches at the top of the base unit, rotate the wall mount stand down and snap it into place, as shown on the right.
2. If you haven't done so, plug the AC adapter into the base unit as previously described.

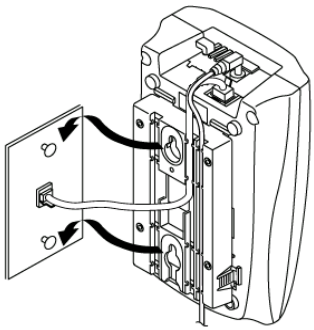


WALL MOUNT STAND

3. Place the AC adapter cord inside the molded channel of the wall mount stand, as shown on the right.
4. Plug one end of the telephone cord into the LINE jack on the base unit. Then place the telephone cord inside the molded channel(s) on the bottom of the wall mount stand.
5. Plug the other end of the telephone cord into the modular wall jack.



6. Place the base unit on the posts of the wall plate and push down until it's firmly seated, as shown on the right.
7. Plug the AC adapter into a standard 120V AC wall outlet.



NOTE: Do not use an outlet controlled by a wall switch. Turning the wall switch off will also turn the base unit off.

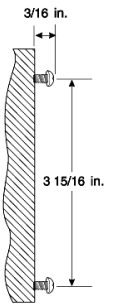
Direct Wall Mounting

If you do not have a standard wall plate, you can mount your phone directly on a wall. Before mounting your phone, consider the following:

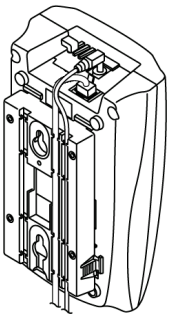
- Select a location away from electrical cables, pipes, or other items behind the mounting location that could cause a hazard when inserting screws into the wall.
- Ensure the wall material is capable of supporting the weight of the base unit.
- Use #10 screws with anchoring devices suitable for the wall material where the base unit will be placed.

To mount the base unit on a wall:

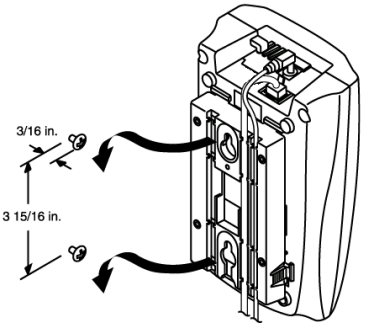
1. Insert two mounting screws 3 15/16 inches (10 cm) apart. Allow about 3/16 of an inch (0.5 cm) between the wall and screw heads for mounting the phone, as shown on the right.
2. Follow steps 2 and 3 on the previous page to plug and secure the AC adapter cord.



3. Plug one end of the telephone line cord into the LINE jack on the base unit. Then place the telephone cord inside the molded channel(s) on the bottom of the wall mount stand.



4. Place the base unit on the posts of the wall screws and push down until it's firmly seated, as shown on the right.
5. Plug the other end of the short telephone cord into a telephone wall jack.
6. Follow step 7 on the previous page to plug the AC adapter into a standard 120V AC wall outlet.



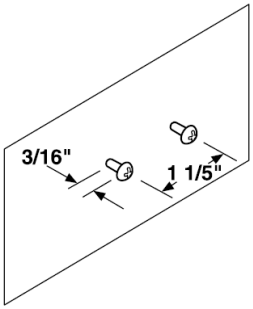
Charging Unit Wall Mounting

The charging unit is also designed to be wall mounted. Before mounting the charging unit, consider the following:

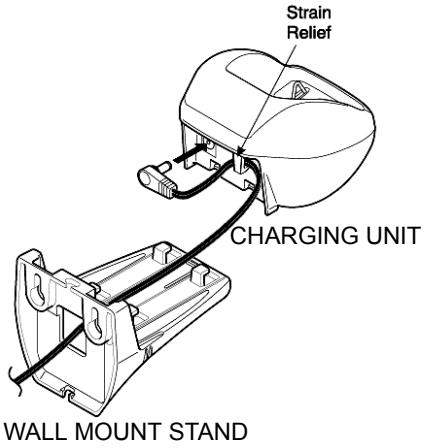
- Select a location away from electrical cables, pipes, or other items behind the mounting location that could cause a hazard when inserting screws into the wall.
- Ensure the wall material is capable of supporting the weight of the charging unit.
- Use #10 screws with anchoring devices suitable for the wall material where the charging unit will be placed.

To mount the charging unit on a wall:

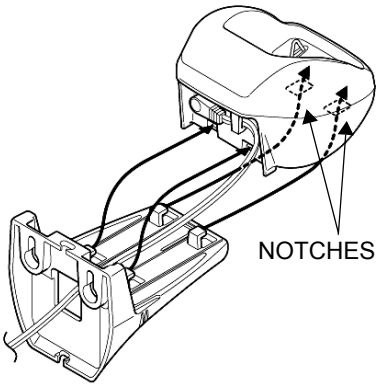
1. Insert two mounting screws 1 1/5 inches (3 cm) apart, as shown on the right. Allow about 3/16 of an inch (0.5 cm) between the wall and screw heads for mounting the phone.



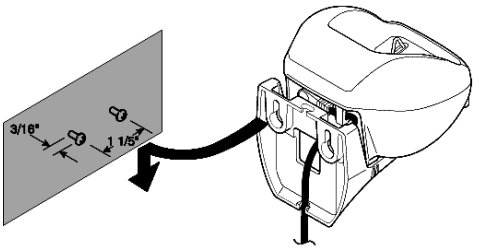
2. Pass one end of the AC adapter cord through the hole of the wall mount stand and plug it into the charging unit, as shown on the right. Wrap the AC adapter cord around the strain relief.



3. Slide the wall mount stand into the notches on the bottom of the charging unit, as shown on the right.



4. Place the charging unit on the posts of the wall screws and push down until it is firmly seated, as shown on the right.
5. Plug the AC adapter into a standard 120V AC wall outlet.

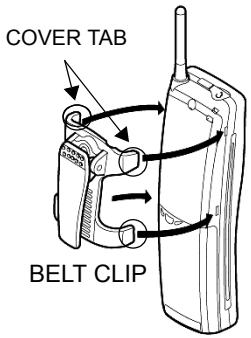


Attaching the Belt Clip to the Handset

You can use the belt clip to attach the handset to your belt or pocket for convenient portability.

To attach the belt clip to the handset:

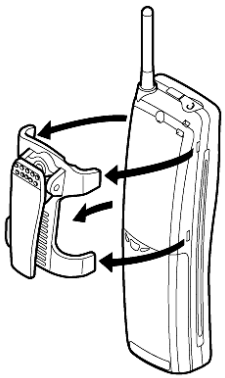
1. Snap the cover tab out of the belt clip notch on the top of the handset.
2. Slide the clip into the tab slot, as shown on the right. The belt clip is designed to fit snugly into the handset.



3. Press firmly until the belt clip snaps into place.

To remove the belt clip from the handset:

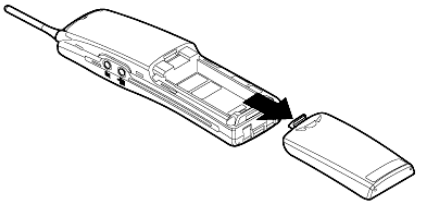
Press the retaining clip in toward the belt clip blade and slide the clip up at the same time. Once the belt clip is removed, reinstall the cover tab.



Installing the Handset Battery Pack

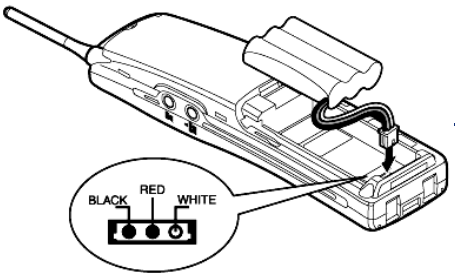
To install the battery pack:

1. Remove the battery cover by pressing the latch and sliding the cover down and off of the handset.



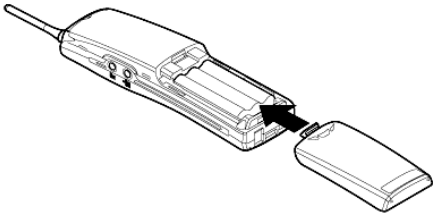
BATTERY COVER

2. Connect the battery pack connector, observing correct polarity to the jack inside the battery compartment, as shown on the right.



NOTE: Do not exert any force on this connection. It could cause damage to the battery or handset. Once you are certain that you have made a good connection, then insert the battery pack into the battery compartment. Do not pinch the wires.

3. Replace the cover and slide it up until it latches into the handset.

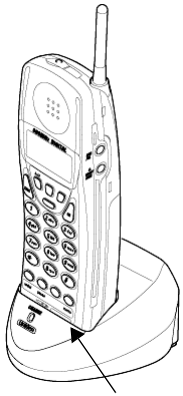


Charging the Handset Battery Pack

To charge the battery pack:

1. Place the handset into the charger unit.
2. Verify the CHARGE indicator lights. If the CHARGE indicator does not light, check to see that the AC adapter is plugged in and that the handset is making good contact with the charger unit contacts.

NOTE: If you are using the INT4000 for the first time, fully charge the rechargeable Ni-MH battery pack for five hours without interruption.



CHARGE INDICATOR

Checking the Low Battery Indicator

When the battery pack in the handset is low and needs to be charged, the LOW message appears on the display.

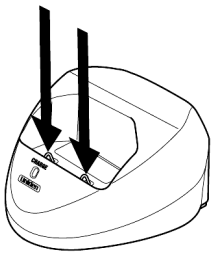
The following table shows what to do when the LOW message is displayed.

WHAT HAPPENS	ACTION
On a call, handset beeps once every three seconds. All buttons and functions are available.	Complete your call as quickly as possible, or replace battery pack within 20 seconds to continue call.
In standby mode, handset beeps every 15 seconds for three minutes. None of the buttons operate, and you cannot either make or receive a call.	Replace battery pack before making a call.

Cleaning Charging Unit Contacts

To maintain a good charge, it is important to clean all charging contacts on the handset and charging unit about once a month. Use a pencil eraser or other contact cleaner to clean the battery charging contacts. Do not use any liquids or solvents.

CHARGING CONTACTS



About the Telephone System

As you can see, your INT4000 and Inter-Tel telephone system come equipped with a lot of "bells and whistles." To help you understand what everything means, it is recommended that you read the following information *before* you use your phone:

- Your telephone system may be programmed for one or two dial tones. Systems with two dial tones have one for intercom calls and one for outside calls.
- Many features "time out" if you wait too long before performing the next step. If this happens, you must hang up and start again.
- If you hear four fast tones or repeating fast tones, you have pressed an invalid key combination, tried to select a restricted line, dialed a restricted or invalid number, dialed too slowly between digits, or waited too long before performing the next step. Hang up and try again.

About Voice Mail

Voice mail is an application that is part of the Inter-Tel Voice Processor. With the voice mail application, you and other callers can send and receive recorded messages from any station or touchtone telephone. To use this and other features, each user (you included) is assigned a "voice mailbox," which usually corresponds to a valid extension number. You can, however, have an "unassociated" mailbox that does not correspond to an extension. Unassociated mailboxes are typically used for agents or other personnel who don't have a permanent office.

With your voice mailbox, you can use personal or system greetings to let callers know if you are out of town, on a call, etc. (see page 45). If a caller reaches your voice mailbox, they can leave a message, hang up, or access an attendant.

In addition, the Voice Mail Administrator can program the name for "group lists" of mailboxes. With these lists, you can send a message to a group of people by entering one number instead of everyone's individual mailbox number.

NOTE: You cannot cancel unheard (unretrieved) messages that are sent using group lists (see page 36).

Getting Started

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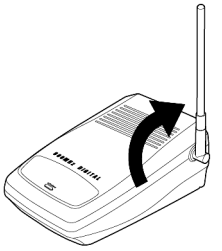
INTRODUCTION

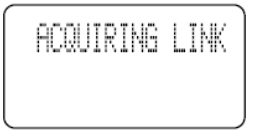
Now that you know what your INT4000 can do, it's time to start using it. In this section, you'll learn how to make and receive calls, transfer calls, retrieve voice mail messages, and much more.

STARTING THE PHONE

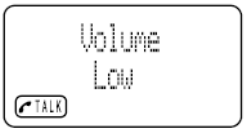
NOTE: Before using your INT4000, make sure to raise the antenna of the base unit to the vertical position, as show on the right.



When you pick up the handset and press TALK, the ACQUIRING LINK message appears, as shown on the right.



After the connection has been made between the handset and base unit, the TALK icon appears on the display. Then the screen goes into standby mode, and the phone is ready to use.



If you don't see the TALK icon, you may see one of the following:

- **NO SERVICE:** Indicates that there is no connection to the base unit, and you hear an error tone.
- **LINE IN USE:** Indicates that the line is in use, and you hear an error tone.

You must have a connection between the handset and the base unit to use the phone. If the handset does not respond when you attempt to place a call or enter a feature code, press TALK to acquire a link.

NOTE: If you have more than one cordless telephone in your office, they must operate on different channels. Press CH to select a channel that provides the clearest communication.

SETTING UP VOICE MAIL

To begin using your voice mailbox, you need to complete a few basic set-up procedures to initialize your mailbox, customize your personal greetings, and record your voice mail directory name. (See page 16 for additional voice mail options.)

Initializing Your Mailbox

The first thing you should do is initialize your mailbox. This allows you to:

- Change the default password number to a personal password.
- Record a name to identify yourself in the company directory.
- Listen to the voice mail introduction.

To initialize your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)

   NOTE: If you don't know what the voice mail extension number is, check with your System Administrator.

2. Press * to identify yourself as a subscriber.
3. Enter your mailbox number and default password.

   NOTE: Your mailbox number is your default password.

4. *If you want a password,* enter a new password using digits 0-9 (up to 12 digits). Then press #. Voice mail plays back your password.

   If you do not want to use a password, just press #.

5. Press # to accept the entry or press 3 to re-enter your password. The system prompts you to record your directory name.
6. After the tone, record your first and last name. When finished, press #.
7. Do one of the following:
   - Press # again to accept the name.
   - Press 1 to replay the name you just recorded.
   - Press 2 to add to your name.
   - Press 3 to erase and re-record your name.

The system then plays a prompt that introduces you to the basic voice mail features. Press # to skip this introduction.

Recording Your Personal Greetings

You can store two different personal greetings in your voice mailbox: a primary and an alternate. You can then select which greeting you want played when a caller reaches your voice mailbox. Because the purpose of this greeting is to tell callers why they have reached your voice mailbox, you should include the following information:

- Whether or not you are in the office and where you can be reached
- When you will be returning calls
- For callers who do not wish to leave a message, how to exit (press 0 to return to the operator)

The following are some sample greetings to help you plan your message:

- **Primary Greeting:** Hello, this is _____. I am either on another line or away from my desk and cannot take your call at this time. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message, and I will return your call as soon as possible. Thank you.
- **Alternate Greeting:** Hello, this is _____. I will be away from the office from *day/date* until *day/date*. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message, and I will return your call when I return. Thank you.

To change your personal greeting:

1. Access your mailbox as described on page 33.
2. Press 4 to select the Personal Options Menu.
3. Press 1.
4. Do one of the following:
   - Press 1 to record and/or enable your primary greeting.
   - Press 2 to record and/or enable your alternate greeting.
   - Press 3 to enable the system default mailbox greeting.
5. *If you pressed* 3*,* continue to the next step.
   If you pressed 1 *or* 2*,* the current greeting is played (if one exists). You can then do one of the following:
   - Press # to accept the greeting.
   - Press 1 to replay the greeting.
   - Press 2 to add to the greeting.
   - Press 3 to erase and re-record the greeting.
   - Press * to exit without changing your greeting.
6. Hang up.

Recording Your Voice Mail Directory Name

Your recorded name is used to identify you in the voice mail directory and to verify your mailbox number when messages are addressed to you.

To change your directory name:

1. Access your mailbox as described on page 33.
2. Press 4 to select the Personal Options Menu.
3. Press 2. Your current name is played. (Press 1 to replay your recorded name.)
4. Press 3 to erase and re-record your name.
5. When you hear a tone, record your first and last name, then press #.
6. Do one of the following:
   - Press # again to accept your recorded name.
   - Press 1 to replay your recorded name.
   - Press 2 to add to your name.
   - Press 3 to erase and re-record your name.
7. Hang up.

MAKING AND RECEIVING CALLS

Making and receiving calls is the basic purpose of any phone. With your INT4000, you can make/receive intercom and outside calls and make emergency calls.

Intercom Calls

Your extension number allows other people to place intercom calls to you, without any extra codes. And, because every phone in your phone system is assigned an extension number, you can call other people in your system quickly and easily.

NOTE: Ask your System Administrator for a list of extensions.

Placing Intercom Calls

To place an intercom call:

1. Press TALK and dial an extension number.
2. *If your call goes through handsfree to a phone's speaker,* speak after you hear a double tone.

   If you hear continuous ringing, wait for the call to be answered.
3. When finished, press TALK.

To place a non-handsfree call that will ring at the other phone until answered:

Press # before dialing the extension number.

To program your phone to *always* send non-handsfree calls using the Ring Intercom Always feature:

Dial 3 7 7. The current status is shown.

To leave a message if there is no answer or the phone is busy:

Press SPCL and 3 6 5. Then hang up *or* wait for their message center to answer. (See page 34 for more message options.)

NOTE: This option applies only if the called phone has a voice mailbox.

If the phone is busy when you place an intercom call, you can do any of the following:

- *To stay on the line and wait for the phone to become available:* Do not hang up. After a system timer expires, you hear music until the phone is available. (You cannot do this if the called phone is in DND mode.)
- *To request a callback (queue on to the phone):* Press 6 and hang up. When the phone is available, your phone rings. (To cancel the queue request before the callback, press 6.)

- *To use the Off-Hook Voice Announce feature (if the called phone is programmed for it):* Do not hang up. After the busy signals stop, you are automatically connected and may speak. (If you hear music or if the phone is in DND mode, your off-hook voice announce call will not go through.) This allows you to talk to other phone users on their handsfree speakerphone, even though they already has a call in progress on the handset. This feature is not available if your phone has the Ring Intercom Always feature enabled.

Receiving Intercom Calls

To receive an intercom call:

Press TALK or lift the handset out of the charger unit.

To redirect a ringing call to another extension or to an outside number:

1. Press SPCL and 3 3 1.
2. Enter the extension or outside number to which you want to redirect the call. See page 29 for more information.

Outside Calls

With outside calls, you can talk to people who aren't members of your phone system. When you make an outside call, however, you must dial any area codes or long distance digits that your telephone company requires.

Placing Outside Calls

To place an outside call:

1. If necessary, lift the handset from its charger unit.
2. Press the CALL button.
3. Dial the desired number.

> **NOTE:** If you see a request for an account code and hear a single beep, you must dial an account code before you can place your call (see page 57).

4. When finished with the call, press TALK.

To request a callback (queue on to the line) if all outgoing lines are busy when you try to call out:

1. When you hear busy signals, press 6 and TALK.
2. When your phone rings, press TALK and wait for the other party to answer.

To cancel the queue request before your phone rings:
Press 6.

When dialing the number, you can do one of the following:

- Use the speed-dial directory, see page 58.
- Use the Station Speed-Dial feature, see page 52.
- Use the System Speed-Dial feature, see page 54.
- Redial the last number you dialed, see page 30.

Receiving Outside Calls

To receive an outside call:

Press TALK or the flashing button. Or, lift the handset out of the charger unit.

To redirect a ringing call to another extension or to an outside number:

1. Press SPCL and 3 3 1.
2. Enter the extension or outside number to which you want to redirect the call. See page 29 for more information.

Emergency Calls

To make an emergency call:

Press the CALL button and dial 9 1 1 to automatically place a call to the preset emergency number.

Call Waiting

If you receive a call while you are already on another call, you will hear a "call waiting" tone and/or you will see a display.

To respond to a waiting call:

- *To end the current call:* Press TALK. The waiting call rings in. Answer by pressing TALK again.
- *To place the current call on hold:* Press HOLD and then TALK. When the waiting call rings, press TALK again.
- *To have the caller hear DND signals:* Press SPCL and 6. (See page 39 for more information about DND mode.)

PLACING CALLS ON HOLD

You can place calls on hold in one of two ways: individual or system.

- ***Individual Hold*** places the call on hold at one phone. It can then be directly picked up at that phone or it can be picked up at another phone using the Call Pickup (Reverse Transfer) feature (see page 27).
- ***System Hold*** places the call on hold in the system. You can then pick up the call at any phone that has a flashing button for the call, including the phone that placed it on hold.

NOTE: You cannot place intercom calls on system hold.

To place a call on Individual Hold:

1. Press HOLD.
2. Press TALK or place another call.

To place an outside call on System Hold:

1. Press SPCL and 3 3 5.
2. Press TALK or place another call.

To return to a call that is on hold:

Press HOLD or the flashing button.

MUTING THE MICROPHONE

To mute the microphone so that you can hear the other party, but they cannot hear you (this does not put them on hold):

Press ON/OFF MUTE. While the microphone is muted, the TALK (TALK) icon in the display flashes.

To return to the call:

Press ON/OFF MUTE.

PLACING CONFERENCE CALLS

With the Conference feature, you can establish a conference call with up to three intercom and/or outside parties (four, including you).

To place a conference call:

1. While on the first call, press SPCL and 5 to put the call on hold.
2. Place an intercom or outside call. To place the call on hold, press SPCL and 5. (If necessary, repeat this step to place one more call on hold.)
3. Press SPCL and 5 to join all of the calls together in the conference.

During the conference call, you can do the following:

- *To place the conference on hold:* Press HOLD. This places the conference on hold without disconnecting the parties. To return to the conference, press the flashing button.
- *To drop out of the conference:* Press SPCL and 5, then hang up. This removes your phone from the conference, but leaves the other parties connected.
- *To add additional parties to the conference:* Do the following:
  a. Press SPCL and 5. This leaves the conference parties connected.
  b. Place a call to the party to be added to the conference.
  c. Press SPCL and 5 twice to put yourself and the new party into the conference.
- *To end the conference and place all parties on individual hold:* Press SPCL and dial 5 and then press HOLD to place all of the parties on individual hold. You can then speak to one party at a time by pressing HOLD or a flashing button.
- *To mute your microphone:* Press MUTE. This turns your microphone on or off during the conference. If mute is enabled, you can hear the conferenced parties, but they cannot hear you.
- *To transfer the conference to another extension or to voice mail:* Press XFER and dial the desired extension number. Then hang up when you are ready to complete the transfer.

TRANSFERRING CALLS

Although transferring calls is considered a basic function of a phone, your INT4000 has many advanced options for this feature. With your phone, you can transfer to another extension, voice mail, or even an outside line.

To Another Extension

1. *EITHER,* Press XFER.

   OR, Press SPCL and dial 3 4 6 to place the call on hold at the other phone.

2. Dial the desired extension number.
3. Wait for an answer, announce the call, and then hang up.

   If the number is busy, there is no answer, or the transfer is refused, press the flashing button to return to the caller.

NOTE: If you are receiving a transferred call and the Transfer-To-Connect option is enabled for your phone, you are automatically connected to the transferred caller once the transferring party hangs up. If this option is disabled, you must press CALL to answer the transferred call.

To Voice Mail

1. Press XFER.
2. *EITHER,* Dial the voice mail extension number and press TALK.

   OR, Dial the specific voice mail mailbox and press TALK.

To an Outside Number

1. Press XFER.
2. Select an outgoing line and dial the desired telephone number.
3. Wait for an answer, announce the call, and then press TALK.

   If the number is busy, there is no answer, or the transfer is refused, press the flashing button to return to the caller.

To Pick Up (Reverse Transfer) a Call

1. Press TALK or lift the handset and dial 4.
2. Dial the extension or hunt group number where the call is ringing or holding. You are automatically connected to the call. (See page 64 for more information about hunt groups.)

FORWARDING CALLS

With the Forwarding feature, you can have calls follow you (e.g., forwarded to a cell phone), or you can redirect calls to a voice mail or other extension.

Manual Call Forwarding

Manual call forwarding allows you to send incoming calls to another extension number. You can even forward calls to outside numbers, if your phone is programmed to allow this.

To forward calls:

1. Dial one of the following feature codes:
   - 3 5 5 (Call Forward All Calls): All incoming calls are forwarded without ringing at your phone.
   - 3 5 6 (Call Forward If No Answer): All incoming calls are forwarded if they are not answered before a timer expires.

     NOTE: Only the System Administrator can adjust this timer.

   - 3 5 7 (Call Forward If Busy): When your phone is busy, all incoming calls are forwarded without ringing at your phone.
   - 3 5 8 (Call Forward If No Answer or Busy): All incoming calls are forwarded if your phone is busy or if you do not answer, as described above.
2. Do one of the following:
   - *To forward to an outside telephone number:* Select an outgoing line and dial a telephone number.
   - *To forward to an extension number:* Dial the extension number.
   - *To forward to your message center:* Press **MSG**.

     NOTE: To use the **MSG** button, your System Administrator must program them in Database Programming.

To cancel any call forward request:

Dial 3 5 5 and press #.

Redirect Call

NOTE: This feature is available only with versions 5.3 and later software.

The Redirect Call feature allows you to forward any call that is ringing on your phone without having to answer the call.

NOTE: You cannot redirect calls to an extension that is in DND or to a restricted outside number.

To redirect a call to an extension number:

1. Press SPCL and 3 3 1.
2. Dial the extension number.

To redirect a call to an outside telephone number:

1. Press SPCL and 3 3 1.
2. Enter the outside telephone number.

Automatic System Forwarding

Automatic System Forwarding allows your System Administrator to route calls based on the type of call and the status of your telephone. Although you cannot program the path of a system forward, you can enable or disable this feature on your phone.

To enable or disable System Forwarding:

Dial 3 5 4.

REDIALING A NUMBER

Although most phones redial the last number *dialed*, your System Administrator can program your phone to redial the last number *saved*.

To use the Last Number Dialed feature (if enabled):

Press REDIAL. A line is selected automatically, and the number is dialed.

To use the Last Number Saved feature (if enabled):

- *To save the last number dialed:* While the phone is idle or while listening to intercom dial tone, press REDIAL.
- *To redial the saved number:* After selecting a line, press REDIAL. A line is selected automatically, and the number is dialed.

NOTE: If there is no redial number available, the display shows NO NUMBER TO DIAL.

DISPLAYING INFORMATION ON YOUR PHONE

Your INT4000 has two lines of display where you can view information, such as the date and time or the outside party's name/number.

Date, Time, Name, and Extension Number

You can temporarily display the system date and time, your username, and your extension number at any time.

To show the date and time display (while on a call, in DND, etc.):

Press SPCL and 3 0 0.

Outside Party's Name/Number

NOTE: This feature is available only in versions 4.4 and later software.

If you are currently connected to an outside caller with Caller ID, you can toggle between displaying the caller's name and number.

To show the outside party's name/number:

Press SPCL and 3 7 9.

NOTE: If there is no outside party name available, the display shows CANNOT ACCESS FEATURE.

USING A HEADSET

With an electret headset, you can talk on the phone handsfree, without using your speaker and microphone.

NOTE: If your headset has a power-saver mode, make sure the System Administrator has the Headset Connect Tone flag enabled in the telephone system. If this flag is *not* enabled, you may miss the first few seconds of incoming calls.

To connect a headset:

1. Insert the headset plug into the vacant handset jack.
2. Enter the Headset On feature code (3 1 5) or the Headset On/Off feature code (3 1 7). The display shows HEADSET MODE ON.

To disconnect a headset:

1. Plug the coiled handset cord into the vacant jack.
2. While on-hook, enter the Headset Off feature code (3 1 6) or the Headset On/Off feature code (3 1 7). The display shows HEADSET MODE OFF.

ACCESSING YOUR MAILBOX

If you have a message waiting in your mailbox, you must access your voice mailbox to retrieve it.

TIP: Generally speaking, pressing # during any voice mail operation will advance you to the next step. For example, when leaving a voice mail message for another voice mail user, you can press # to skip the person's introductory message and proceed directly to the recording phase. Similarly, while listening to messages, you can press # to skip the system-generated voice prompts and proceed directly to the playback phase. You can also press * to cancel or return to the previous menu at any menu level.

When you access your mailbox, the system may play one of the following messages:

- **Mailbox almost full or full:** If your mailbox is full, no new messages can be received until you delete waiting or saved messages.
- **Message count:** The system tells you how many messages are waiting to be heard, if any, and how many are priority messages.
- **Remote Messaging:** The system indicates whether primary or alternate Remote Messaging is selected when the Remote Messaging feature is enabled (see page 61). It also alerts you if a programming error has been detected and/or if it encountered busy system resources when attempting to place a Remote Messaging call.

To access your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, press * to identify yourself as a subscriber.
3. Enter your mailbox number and your personal password (if programmed). Then press #.

NOTE: If you do not have a password, just press #. See page 47 for information on programming passwords.

USING VOICE MAIL MESSAGES

Once you've accessed your mailbox, the system tells you how many new and saved messages you have. You can then listen to messages, delete messages, save messages, etc.

Listening to Messages

To listen to messages:

1. Access your mailbox as described on page 33.
2. *EITHER,* Press 1 to listen to your new messages.

   OR, Press 3 to listen to your saved messages.
3. While you are listening to a message, you can use the following options:
   - Press # to skip to the end of the recording.
   - Press 1 to back up.
   - Press 2 to pause. Then press # to continue.
   - Press 3 to skip ahead.
   - Press 4 to lower the volume.
   - Press 5 to play the message envelope.
   - Press 6 to raise the volume.
   - Press 7 to save the new message in your mailbox.
   - Press 9 to delete the message from your mailbox.
4. When the message has finished playing, you have the following options:
   - Press 1 to replay the message from the beginning.
   - Press 2 to reply to the message. If you are using version 5.1 or later software, you have the following options (earlier versions only leave voice mail messages):
     — Press 1 to leave a voice mail message for the caller.

     If the caller had a mailbox number, you are asked to verify the destination by pressing #.

     If the number was not associated with a mailbox, you are asked to enter a mailbox number.

     If the message was from an outside caller, you cannot leave a voice mail message.

     — Press 2 to make a return call. Your call is transferred automatically to the caller's extension or telephone number, if available.

     If the extension number is not available, you have the option of leaving voice mail.

If the telephone number is not available, you cannot reply to the message.

- Press 3 to forward a copy of the message to another subscriber. If you want to include an introduction, press 1. If not, press # to forward the message without additional comments.
- Press 4 to listen to the previous message.
- Press 5 to play the introductory message envelope (see page 47 for information on envelope options).
- Press 6 to listen to the next message.
- Press 7 to save the new message in your mailbox.
- Press 9 to delete the message from your mailbox.

5. Press TALK to hang up.

Undeleting Messages

NOTE: This feature is available only in versions 5.1 and later software.

If you accidently delete a voice mail message, you can retrieve it within a specific time frame (programmed by your System Administrator). Any retrieved messages are then restored to your saved-message queue. Messages that are not undeleted within the programmed time (up to 24 hours) are automatically erased.

To recover deleted messages:

1. Access your mailbox as described on page 33.
2. Press 5 for Message Options.
3. Press 2 to access undelete options. Your options are:
   - Press 1 to listen to your deleted messages and choose which ones to delete or recover. After each message you can:
     - — Press 1 to replay the message.
     - — Press 2 to reply to the message.
     - — Press 3 to forward the message to another mailbox.
     - — Press 4 to listen to the previous message.
     - — Press 5 to play the message envelope.
     - — Press 6 to listen to the next message.
     - — Press 7 to recover the message.
     - — Press 9 to purge the message from your mailbox.
   - Press 2 to recover all of your deleted messages and store them as saved messages.
   - Press 3 to erase all of your deleted messages.
4. Press TALK to hang up.

Sending Messages

To send a message:

1. Access your mailbox as described on page 33.
2. Press 2.
3. Dial the desired mailbox number or group list number.
4. Press # to accept the subscriber's name.
5. Record your message after the tone. While recording, you have the following options:
   - Press 2 to pause while recording. Then press any button to continue.
   - Press 3 to erase and re-record your message.
6. When finished recording, hang up or press # to access the following options:
   - Press # to send the message and return to the voice mail options.
   - Press 1 to replay your message.
   - Press 2 to add to your message.
   - Press 3 to erase and re-record your message.
   - Press 9 to use the special delivery options. You can then use ***one or more*** of the following options:
     — Press 1 to mark the message "private." (This prevents the recipient from forwarding it to other subscribers.)
     — Press 2 to mark the message "certified." (When the recipient listens to the message, you will receive a receipt notice.)
     — Press 3 to mark the message "priority." (This places your message ahead of all other waiting messages in the receiving mailbox.)
     — Press * to cancel delivery options.
     — Press # to deliver the message. (If you want to mark the message certified, private, and/or priority, you must do so before completing this step.) You may choose either of the following options:
       - Press # and enter another mailbox number to send the message to another destination.
       - Press * to exit and return to voice mail options.
7. Press TALK to hang up.

Canceling Unheard Messages

NOTE: This feature is available only in versions 5.1 and later software.

You can cancel unretrieved messages that you have sent to individuals, but not messages that you sent to group lists.

To cancel unheard messages:

1. Access your mailbox as described on page 33.
2. While listening to the voice mail main menu, press 5 for Message Options.
3. Press 1.
4. When prompted, enter the number of the mailbox containing the unheard message.
5. Press # to confirm the mailbox you are selecting. Voice mail will tell you how many messages you have waiting at the mailbox and play them for you. After each message, you can:
   - Press 1 to replay the message.
   - Press 2 to add to the message.
   - Press 3 to forward the message to another mailbox.
   - Press 4 to listen to the previous message.
   - Press 5 to play the message envelope.
   - Press 6 to listen to the next message.
   - Press 7 to save the message in your mailbox.
   - Press 9 to delete the message.
6. Press TALK to hang up.

USING DO-NOT-DISTURB MODE

If you are away from your desk, or if you do not want to be disturbed, you can use the DND feature. This halts all pages and calls to your phone, except queue callbacks, recalls, and direct ring-in calls. When other users call your phone, they hear a repeating signal of four fast tones and, if they have a display phone, see the DND message you have selected.

Your telephone system can have up to 20 different DND messages, each of which can be changed by the System Administrator, installer, or programmer. Your trainer or System Administrator will give you a list of the programmed DND messages. For convenience, you should update the following default list.

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	DO-NOT-DISTURB		11	OUT OF TOWN 'TIL	
02	LEAVE A MESSAGE		12	OUT OF OFFICE	
03	IN MEETING UNTIL		13	OUT UNTIL	
04	IN MEETING		14	WITH A CLIENT	
05	ON VACATION 'TIL		15	WITH A GUEST	
06	ON VACATION		16	UNAVAILABLE	
07	CALL ME AT		17	IN CONFERENCE	
08	AT THE DOCTOR		18	AWAY FROM DESK	
09	ON A TRIP		19	GONE HOME	
10	ON BREAK		20	OUT TO LUNCH	

Because the system DND message only uses one line of your display, you can enter a second line of text, up to 16 characters. For example, if you select 03 (IN MEETING UNTIL) as your first line of text, you can enter "3:30" as your second line. Callers with a display phone will then see, "IN MEETING UNTIL 3:30."

To enable DND:

1. Dial 3 7 2.
2. Dial the two-digit number corresponding to the message you want to use.
3. *If desired,* customize the second display line by dialing the desired numbers or letters as described below:
   - *Remain in numeric mode:* Press the dialpad buttons to dial the desired numbers. Press # for a hyphen (-) or press * for a colon (:). Press **FORWARD** once to enter a space, or press **BACKSPACE** if you need to backspace.
   - *Change to alphanumeric mode:* Press **MSG** and then press the dialpad buttons to enter the desired characters. (Note that letter correspond to the letters printed on the buttons 2-9.) The number of times a button is pressed determines which character is entered. For example, 33377744432999 enters "FRIDAY." When adjoining characters are located under the same button, press **FORWARD** once to advance to the next character. For example, 6 **FWD** 666 **FWD** 6632999 enters "MONDAY." Press **FORWARD** twice to leave a space or press **BACKSPACE** if you need to backspace.

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	**1**	**2**	**3**	**4**	**5**
1	-	&	(	)	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	# or /*	5
6	M	N	O	Ñ or #*	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

*The character available depends on the software version.

NOTE: To use the **BACKSPACE** button, you must pre-program the feature button (feature code 314) on your phone. Refer to *Programming Your Feature Buttons* section on page 56 for details on how to program the **BACKSPACE** button. Also to use the **FORWARD**, **PREVIOUS**, **NEXT**, or **MSG** button, your System Administrator must program them in Database Programming.

4. Press TALK.

To cancel DND mode:

Dial 3 7 2.

USING REMINDER MESSAGES

Never be late for a meeting again! With reminder messages, you can program your phone, up to 24 hours in advance, to alert you at a specified time. At the programmed time, the reminder message signals you with eight short tones, and your display shows the message. If you are on a call, you still hear the tones, and the message displays for ten seconds. Then the display returns after you hang up. (Reminder displays interrupt, but do not affect, programming.)

Your phone system can have up to 20 different reminder messages, each of which can be changed by the System Administrator, installer, or programmer. Your trainer or System Administrator will give you a list of reminder messages for your system. For convenience, you should update the following default list.

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	MEETING		11	CALL ENGINEERING	
02	STAFF MEETING		12	CALL MARKETING	
03	SALES MEETING		13	CALL ACCOUNTING	
04	CANCEL MEETING		14	CANCEL DND	
05	APPOINTMENT		15	CANCEL CALL FWD	
06	PLACE CALL		16	TAKE MEDICATION	
07	CALL CLIENT		17	MAKE RESERVATION	
08	CALL CUSTOMER		18	REVIEW SCHEDULE	
09	CALL HOME		19	LUNCH	
10	CALL CORPORATE		20	REMINDER	

To request a reminder message:

1. Dial 3 0 5.
2. Dial the desired two-digit number for the message that you want.
3. While the desired message is displayed, press #.
4. Enter the time you wish to receive the message in hours and minutes. For example, 0900 = 9:00. (If you dial three digits, such as 900 for 9:00, press #.)

NOTE: If your system is set for 24-hour format, you must enter the time appropriately (e.g., 1400 = 2:00PM).

If your system is set for 12-hour display format, press 1 for AM or 2 for PM.

To cancel all reminder message requests before they signal you:

Dial 3 0 6.

To clear a received reminder message (you hear eight short tones and see a reminder message display):

Press *.

Moving On

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INTRODUCTION

Now that you've mastered the basics, it's time to move on to the advanced features. In this section, you'll learn how to program your phone, use directories, access your voice mailbox remotely, and perform various other functions.

SETTING PREFERENCES

Your phone and voice mailbox are automatically set to specific defaults. You can, however, configure many of these settings at any time.

Phone Configuration

Customizable features on your phone include changing volume levels, selecting a ring tone, and others.

Changing Volume Levels

You can select a low, medium, high, or maximum volume level.

To change a volume level:

During a call, press RING/VOL on the side of the handset until you hear the desired volume level.

Selecting a Ring Tone

The ability to change your ring tone is helpful in close-quartered environments. If your ring tone is unique, you can quickly identify when a call is ringing on your phone.

To select the type of ring tone for your phone:

On standby mode, press RING/VOL on the side of the handset until you hear the desired ring type. There are three ring tones and vibrate ringer available.

Turning the Handset Ringer On/Off

You can temporarily turn the handset ringer off.

To turn the ringer off:

In standby mode, press and hold RING/VOL on the side of handset for two seconds. The Ring Off (OFF) icon appears in the display.

Returning to Default Operation

You can return your phone to default levels at any time. This feature returns volumes to default levels; cancels Do-Not-Disturb, manual call forwarding, background music, and queue requests; and restores handsfree mode, pages, hunt group calls, and system forwarding all at once.

To return your phone to default:

Dial 3 9 4.

Voice Mail Options

Your voice mailbox contains personal options that allow you to customize your personal greetings, directory name, password, etc.

NOTE: You cannot change your personal options until you have initialized your mailbox (see page 19).

Recording Your Personal Greetings

You can store two different personal greetings in your voice mailbox: a primary and an alternate. You can then select which greeting you want played when a caller reaches your voice mailbox. Because the purpose of this greeting is to tell callers why they have reached your voice mailbox, you should include the following information:

- Whether or not you are in the office and where you can be reached.
- When you will be returning calls.
- For callers who do not wish to leave a message, how to exit. (They can press 0 to return to the operator.)

The following are some sample greetings to help you plan your message:

- **Primary Greeting:** Hello, this is _____. I am either on another line or away from my desk and cannot take your call at this time. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message, and I will return your call as soon as possible. Thank you.
- **Alternate Greeting:** Hello, this is _____. I will be away from the office from *day/date* until *day/date*. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message, and I will return your call when I return. Thank you.

To change your personal greeting:

1. Access your mailbox as described on page 33.
2. Press 4 to select the Personal Options Menu.
3. Press 1.
4. Do one of the following:
   - Press 1 to record and/or enable your primary greeting.
   - Press 2 to record and/or enable your alternate greeting.
   - Press 3 to enable the system default mailbox greeting.
5. *If you pressed* 3, continue to the next step.

   If you pressed 1 *or* 2, the current greeting is played (if one exists). You can then do one of the following:
   - Press # to accept the greeting.
   - Press 1 to replay the greeting.
   - Press 2 to add to the greeting.
   - Press 3 to erase and re-record the greeting.
   - Press * to exit without changing your greeting.
6. Press TALK to hang up.

Recording Your Voice Mail Directory Name

Your recorded name is used to identify you in the voice mail directory and to verify your mailbox number when messages are addressed to you.

To change your directory name:

1. Access your mailbox as described on page 33.
2. Press 4 to select the Personal Options Menu.
3. Press 2. Your current name is played. (Press 1 to replay your recorded name.)
4. Press 3 to erase and re-record your name.
5. When you hear a tone, record your first and last name, then press #.
6. Do one of the following:
   - Press # again to accept your recorded name.
   - Press 1 to replay your recorded name.
   - Press 2 to add to your name.
   - Press 3 to erase and re-record your name.
   - Press TALK to hang up.

Changing Your Mailbox Password

Your password prevents unauthorized access to your mailbox.

To change your password:

1. Access your mailbox as described on page 33.
2. Press 4 to select the Personal Options Menu.
3. Press 3.
4. *If you want to have a password,* enter a new password, using up to 12 digits.

   If you do not want to use a password, skip this step.
5. Press #. Voice mail plays back your password if you entered one.
6. Press # to accept the password as entered or press 3 to erase and re-enter your password.
7. Press TALK to hang up.

Changing the Voice Mail Message Envelope

Whenever you receive a voice mail message, voice mail first plays an "envelope" that can include the time and date the message was left, the source of the message, and/or the message length. By default, the envelope contains all of this information, but you can change your envelope, as described below.

To change your message envelope:

1. Access your mailbox as described on page 33.
2. Press 4 to select the Personal Options Menu.
3. Press 4 again. You can then do any of the following:
   - Press 1 to enable or disable the time/date option.
   - Press 2 to enable or disable the message source option.
   - Press 3 to enable or disable the message length option.
   - Press 4 to enable all options.
   - Press 5 to disable the entire envelope.
   - Press # to accept the envelope.
   - Press * to return to the Personal Options menu without changing the envelope.
4. Press TALK to hang up.

Changing the Call Screening Transfer Method

NOTE: The Call Screening feature is available only if it is enabled for your mailbox (ask your System Administrator).

Depending on the Transfer Method you select, transferred calls from voice mail may be unannounced (as usual), or one of the following may occur:

- **"Announce Only" Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear, *"You have a call from (caller's name)."*
- **"Screened" Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear, *"You have a call from (caller's name)."* You can choose whether or not to accept the call (see page 58).

To change your Transfer Method (if allowed):

1. Access your mailbox as described on page 33.
2. Press 4 to select the Personal Options Menu.
3. *If using version 5.0 or earlier software,* skip this step.

   If using version 5.1 or later software, press 9 for More Options.
4. Press 5. The system tells you what your current Transfer Method is. You can then select the desired Transfer Method, as follows:
   - Press 1 to select unannounced transfers.
   - Press 2 to select screened transfers.
   - Press 3 to select announce only transfers.
   - Press * return to the Personal Options menu without making changes.
5. Press TALK to hang up.

Programming a Fax Destination

NOTE: This feature is available only in versions 5.1 and later software.

With the Inter-Tel Voice Processing Unit, callers can use your mailbox to send you a fax. To use this feature, you must specify the destination fax number.

To change your Fax Destination Number:

1. Access your mailbox as described on page 33.
2. Press 4 to select the Personal Options Menu.
3. Press 9 for More Options.
4. Press 1.
5. Enter the number of your fax destination, followed by #.
6. *EITHER,* Press # to accept the number.

   OR, Press 3 to erase and re-enter the number.
7. Press TALK to hang up.

Changing the Message Search Order

NOTE: This feature is available only in versions 5.2 and later software.

When more than one message is left in your voice mailbox, you can change the order in which you retrieve your messages, based on the date and time they were received.

To change the listening order of your messages:

1. Access your mailbox as described on page 33.
2. Press 4 to select the Personal Options Menu.
3. Press 9 for More Options.
4. Press 2 for the Message Search Order.
5. Press 1 to change the search order for new messages or press 2 to change the search order for saved messages. You have the following options:
   - Press 1 to retrieve the earliest-received messages first (First In/First Out).
   - Press 2 to retrieve the latest-received messages first (Last In/First Out).
   - Press * to return to the Personal Options menu without making changes.
6. Press TALK to hang up.

Programming Remote Messaging

NOTE: Your installer or System Administrator must enable this feature on your voice mailbox.

With Remote Messaging, you can program the Voice Processing Unit (voice mail) to call you when your mailbox receives new messages. Using a "cascade" (a series of up to nine telephone numbers), voice mail will call each number until it successfully connects to a device (e.g., pager, answering machine, etc.).

Because your mailbox can have a Primary and an Alternate cascade of numbers, you can program a cascade to be used during specific days and times. For example, if you want to be paged when you receive a message from 5-10 PM on weekdays, you can set up a Primary cascade. If you also want to receive pages for messages marked "priority" on the weekends, you could set your Alternate cascade for all day on Saturdays and Sundays.

NOTE: If for some reason voice mail is not able to use your remote notification, your mailbox will receive a message stating that notification could not be completed.

To set up remote messaging:

1. Access your mailbox as described on page 33.
2. *If using version 5.0 or earlier software,* skip this step.

   If using version 5.1 or later software, press 4 to select the Personal Options Menu.
3. Press 5.

   NOTE: This option is not available if you do not have Remote Messaging enabled.
4. Press 1 to set up a Primary cascade or press 2 to set up an Alternate cascade.
5. Do one of the following:
   - **To program a cascade level:** Press 1 and enter the number of the level you wish to program (1-9). You then have the following options:
     - *To enable or disable the cascade level:* Press 1. (You cannot enable the level until a notification number is programmed.)
     - *To set up or change an **extension or telephone** number:* Press 2. Then press 1 for an extension number or press 2 for an outside number. Then enter the number.
     - *To set up or change a **pager** number:* Press 3. Then enter the number.

- **To set up the time of day for notification:** Press 2. Then enter the time you want the message notification to start and stop. Enter the times with two digits for the hour and two digits for the minutes (e.g., 0900 = 9:00). If entering the time in 12-hour format, you are prompted to press 1 for AM or press 2 for PM.

  NOTE: For 24-hour notification, program the starting and ending times to be the same.

- **To set up the days of the week for notification:** Press 3. Then select one of the following:
  - — Press 1 for Monday-Friday.
  - — Press 2 for all days.
  - — Press 3 to select individual days. You are prompted to press digits 1-7 which correspond to the days Sunday through Saturday.
- **To select all or priority-only message notification:** Press 4. Then press 1 for all messages or 2 for priority messages only.

6. *EITHER,* Select another option, as described above.

   OR, Press # to save the settings and exit.

SPEED DIALING

Speed dialing allows you (and your System Administrator) to store frequently dialed numbers for easy dialing. Each number is stored on your phone (Station Speed-Dial) or in the phone system (System Speed-Dial) and is identified by a location number. Once programmed, you can then quickly dial these numbers by entering a feature code and dialing the desired location number. Because the Inter-Tel system supports both Station and System Speed-Dial numbers, you can have access to over 1000 stored numbers.

Station Speed Dial

You can store up to ten personal speed-dial numbers and associated names in Station Speed-Dial locations 0-9. If you have programmable feature buttons, you can also create Station Speed-Dial buttons for one-touch speed dialing (see page 56).

Storing Station Speed-Dial Numbers

To program your Station Speed-Dial locations:

1. Dial 3 8 3.
2. Enter the location code 0-9 to be programmed.
3. Enter the desired name for the speed-dial number, as described below:

- *Remain in alphanumeric mode:* Press the dialpad buttons to enter the desired characters. (See the chart on the right.) The number of times a button is pressed determines which character is entered. For example, 533266 enters "JEAN." When adjoining characters are located under the same button, press **FORWARD** once to advance to the next character. For example, 66 **FWD** 6667776 enters "NORM." (Note that letters correspond to the letters printed on dialpad buttons 2-9.) Press **FORWARD** twice to leave a space. Press **BACKSPACE** to backspace.

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	**1**	**2**	**3**	**4**	**5**
1	-	&	(	)	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	# or /*	5
6	M	N	O	Ñ or #*	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

*The character available depends on the software versior

NOTE: To use the BACKSPACE button, you must pre-program the feature button (feature code 314) on your phone. Refer to *Programming Your Feature Buttons* section on page 56 for details on how to program the **BACKSPACE** button. Also to use the **FORWARD**, **PREVIOUS**, **NEXT**, or **MSG** button, your System Administrator must program them in Database Programming.

- Press # to save the name.

4. Dial the extension number or telephone number to be stored.
   - *Change to numeric mode:* Press **MSG** and then press the dialpad buttons to dial the desired numbers. Press # for a hyphen (-), * for a colon (:), **FORWARD** to leave a space, or **BACKSPACE** to backspace.

     If your number includes an asterisk, pound, a hookflash (a quick hang up and release), or a pause, press SPCL once for an asterisk, twice for a pound, three times for a hookflash, or four times for a pause. (Each pause or hookflash counts as one digit.) You can enter more than one special character in a row by pressing **FORWARD** between the characters.
   - Press # to save the number.

NOTE: To dial outside telephone numbers without first selecting an outgoing line, enter a line access code (such as the Outgoing Call code "8") before the outside telephone number.

To view how your Station Speed-Dial buttons are currently programmed:

1. Dial 3 9 6.
2. Press the desired Station Speed-Dial button.
3. Press # to exit.

To erase a Station Speed-Dial name and/or number:

1. Dial 3 8 3.
2. Enter the desired location code (0-9).
3. Press **BACKSPACE** repeatedly until the name is erased.
4. Press # to continue.
5. Press **BACKSPACE** repeatedly until the number is erased.
6. Press # to exit.

Dialing Station Speed-Dial Numbers

To dial a Station Speed-Dial number:

1. Select an outgoing line by pressing the CALL button.
2. Dial 3 8 2 and the desired Station Speed-Dial location number (0-9).

System Speed Dial

Your System Administrator can store up to 1000 speed-dial numbers in System Speed-Dial locations 000-999.

To view and/or dial System Speed-Dial numbers:

1. Dial 3 8 1
2. Enter the location code (000-999) for the desired number.
3. Press # to dial the number.

USING RECORD-A-CALL

If your telephone system is equipped with a Voice Processing Unit (voice mail), you may have access to the Record-A-Call feature. If so, you can record an ongoing call as a mailbox message. You can then retrieve the message, just as you would any other mailbox message.

To use the Record-A-Call feature while on a call:

1. Press SPCL and 3 8 5.
2. *If required,* dial the desired mailbox number. (Your phone may be programmed to select the mailbox, or you may be required to dial it.)

   You hear a confirmation tone when the Record-A-Call feature is activated.

To turn off Record-A-Call:

EITHER, Press SPCL and 3 8 5.

OR, Press TALK.

PAGING

The Paging feature allows you to make an announcement through phone speakers or external speakers (if your system is equipped with external paging equipment). To prevent announcements from transmitting through every phone in the system, this feature uses page zones. Each zone contains a different combination of extensions and external paging equipment, and is programmed by your System Administrator. Ask your trainer or System Administrator how the zones are programmed, and list them here for your convenience.

0 _____	5 _____
1 _____	6 _____
2 _____	7 _____
3 _____	8 _____
4 _____	9 _____

Making Pages

To make pages:

1. Dial 7.
2. Dial the desired zone number (0-9).
3. After the tone, make your announcement.
4. Press TALK to hang up.

Enabling Paging

You can enable or disable page receiving for your phone by using the Page Remove/Replace feature code. If your phone is assigned to more than one page zone, all zones are removed or replaced at once (you cannot turn off individual zones).

To turn paging on and off for your phone:

Press SPCL and 3 2 5.

PERFORMING A "HOOKFLASH" DURING A CALL

Certain telephone service companies may require a timed hookflash (a quick hang up and release).

To generate a hookflash while using a line:

Press SPCL and 3 3 0.

PROGRAMMING YOUR FEATURE BUTTONS

Depending on how your system is programmed, some of your feature buttons may be "user-programmable." If so, you can program them with any of the feature codes listed in the back of this user guide or with extension numbers. In addition, you can combine the feature button and Station Speed-Dial functions to program a feature button to dial an outside number.

To program a user-programmable feature button:

1. Dial 3 9 7.
2. Press the feature button you want to program.
3. Dial the feature code or extension number you want to store under that button. (Refer to the back of this guide for default feature codes.)

To return all feature buttons to their original default values:

Dial 3 9 5.

To display the current feature button values:

1. Dial 3 9 6.
2. Press the feature button(s) you want displayed.
3. Press TALK.

USING ACCOUNT CODES

If your telephone system is programmed to use the Station Message Detail Recording (SMDR) feature, you might be required to enter account codes when you place a call. These codes add information to phone record reports that the system will periodically print.

There are three types of account codes:

- Standard account codes are automatically entered into the SMDR report whenever you place a call.
- Forced account codes must be dialed before you can place an outside call.
- Optional account codes can be entered at any time during a call.

NOTE: Your System Administrator can tell you which types of account codes are used on your telephone system.

To enter an optional account code:

1. Press SPCL and 3 9 9.
2. Enter the optional account code. If the account code is not immediately accepted, press #.

To set an account code for all calls placed from your phone:

Dial 3 9 1 and then the account code. If the account code is not immediately accepted, press #. This code will be used for all calls made from your phone until it is disabled.

To disable the code:

Dial 3 9 1 and press #.

SCREENING CALLS

NOTE: This feature is available only if your telephone system is equipped with a Voice Processing Unit (voice mail).

If your voice mailbox is programmed correctly, you can screen calls that are transferred from voice mail. This allows you to accept and/or refuse specific calls. Depending on the Transfer Method you use, calls from voice mail may be unannounced, announce only, or screened calls (see page 48 for details).

If your voice mailbox is programmed for screened calls, you have the following options when you receive a transfer:

- Press # to accept the call.
- Press 1 to replay the announcement.
- Press 2 to send the call to voice mail.
- Press 3 and then enter the extension number to forward the call to another extension.
- Press * to refuse the call.

USING THE DIRECTORIES

With directories, you can use your phone dialpad to find names and numbers. You can then use the directory information to make calls, access features, or leave voice mail messages.

Phone Directory

The phone directory contains a list of the extension numbers, System Speed-Dial numbers, feature codes, and the associated names. To search for an item, you can enter the full or partial name. The system will then find the closest match. Once the correct match is displayed on your phone, you can dial the number or press a button to access that extension or feature.

To perform a directory search:

1. Dial 3 0 7.
2. Press 1 for the intercom directory, press 2 for the outside directory, or press 3 for the feature directory.
3. Enter letters or numbers (up to 10 characters) as described below:
   - *Remain in alphanumeric mode:* Press the dialpad buttons to enter the desired characters. (See the chart below.) The number of times a button is pressed determines which character is entered. For example, 77776444844 would enter "SMITH." When adjoining characters are located under the same button, press **FORWARD** once to advance to the next character. For example, 5666 **FWD** 66337777 would enter "JONES." (Note that the letters correspond to the letters printed on dialpad buttons 2-9.) Press **FORWARD** twice to leave a space or press **BACKSPACE** to backspace.

     NOTE: To use the **BACKSPACE** button, you must preprogram the feature button (feature code 314) on your phone. Refer to *Programming Your Feature Buttons* section on page 56 for details on how to program the **BACKSPACE** button. Also, to use the **FORWARD**, **PREVIOUS**, **NEXT**, or **MSG** button, your System Administrator must program them in Database Programming.

   - *Change to numeric mode:* Press **MSG** and then press the dialpad buttons to enter an extension number.
4. Press # to begin the search.

To dial a number or feature code while it is displayed:

1. Press #.
2. The display will time out if the number is not dialed.

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	**1**	**2**	**3**	**4**	**5**
1	-	&	(	)	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	# or /*	5
6	M	N	O	Ñ or #*	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

*The character available depends on the software version

Voice Mail Directory

Whenever voice mail asks you to enter a mailbox number, you can use the mailbox and extension number directories. You can also use these directories to leave a voice message with another user. Like the phone directories, you don't have to enter the full name because the system finds the closest match based on your entry.

To perform a directory search:

When prompted, press the buttons to enter the name. The number of times a button is pressed determines which character is entered, as shown below. When adjoining characters are under the same button, press **FWD** to advance to the next character. For example, 5666 **FWD** 66337777 enters "JONES."

	NUMBER OF TIMES BUTTON IS PRESSED				
BUTTON	**1**	**2**	**3**	**4**	**5**
1	-	&	(	)	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	# or /*	5
6	M	N	O	Ñ or #*	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

*The character available depends on the software version.

NOTE: If you need help, press 0 at any time while spelling a name. Voice mail will play a helpful prompt instructing you how to enter a name.

To use the directory to leave a voice mail message:

1. Dial the voice mail extension number.
2. Press # for Directory Services.
3. Enter the desired name, as described above, and press #. The selected name is played.
4. Do one of the following:
   - Press # to accept the name.
   - Press 1 to hear the previous name in the directory.
   - Press 2 to hear additional information for the selected name (if allowed).
   - Press 3 to hear the next name in the directory.
   - Press 4 and spell a new name to search for a different name.
   - Press 5 to switch the first/last name sort order.

PROGRAMMING REMOTE FEATURE ACCESS

If you are away from your desk and have forgotten to put your phone in DND, don't worry. With the Remote Feature Access, you can place your phone in DND or forward calls from any other phone on the system. And, if you have a special dial-up line, you can access your phone features from an outside line.

Remote Access Password

Before you use Remote Feature Access, you should program a password, as described below.

To change the password from your phone:

1. Dial 3 9 2.
2. Enter your current password, followed by #.

   NOTE: Your extension number is your password at default.

3. Enter the new password followed by #.You hear a confirmation tone.
4. Enter the new password again for verification followed by #. You hear a confirmation tone.

To change the station password using remote programming, see the following section.

Remote Feature Access

To access your phone from another phone:

1. Dial 3 5 9.
2. Enter your extension number.
3. Enter your password followed by #. You can now use any of the following features:

   To change the station password using Remote Programming:

   a. Dial 3 9 2.

   b. Enter the new password, followed by #.

   c. Enter the new password again for verification, followed by #.

   To turn on DND:

   a. Dial 3 7 0.

   b. Enter the message number (01-20) and enter the optional second-line message text.

   c. Press TALK to hang up.

To turn off DND:

Dial 3 7 1, then press TALK.

To turn on Call Forward:

a. Enter one of the following Call Forward feature codes:

All Calls..... 3 5 5

If No Answer..... 3 5 6

If Busy..... 3 5 7

If No Answer or Busy 3 5 8

b. Enter an extension number or enter an outside line access code followed by a telephone number.

c. Press TALK to hang up.

To turn off Call Forward:

Dial 3 5 5, then press TALK.

AGENT HELP REQUEST

Your telephone system may be programmed to support the Agent Help feature, which allows you to request help from a designated "Agent Help Extension" (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can choose to join the call or reject the request.

If the Agent Help Extension is a phone, the phone's microphone is automatically muted so that the supervisor cannot be heard unless he or she presses the MUTE button. If the Agent Help Extension is a single-line phone, however, the supervisor **can** be heard as soon as the conference is established. In either case, the supervisor can hear all other parties on the call.

To use the Agent Help feature while on a call:

1. Press SPCL and 3 7 5. *If you hear repeating tones,* the Agent Help feature is not available at your phone, you already have four parties in your call, not enough system circuits are currently available, or the Agent Help Extension is in Do-Not-Disturb.
2. Dial the Agent Help Extension number, if required. (Your phone may be programmed to dial the number automatically.)

   If the Agent Help Extension accepts the call, you hear the Agent Help tone, if it is enabled. The supervisor can monitor or join your call.

   If the Agent Help Extension rejects the call, you hear a confirmation tone. The display shows AGENT HELP REJECTED.

To respond to an Agent Help request at a display phone:

When you receive an Agent Help request, your display shows <*name*> REQUESTS HELP. You can do one of the following:

- *To accept the call:* Answer as usual. Your microphone is muted and you cannot be heard by either party unless you press MUTE.
- *To reject the call:* Dial 3 7 6.

WORKING IN HUNT GROUPS

Your system may be programmed with "hunt groups." Hunt groups are groups of phones that share a common extension number in addition to having individual extension numbers. This allows someone to call anyone in the group (using the common extension) or a specific member (using the individual extension). The members of these groups and the common extension(s) are programmed by your System Administrator.

Hunt Group Calls Enabled/Disabled

If you are a member of a hunt group, you can enable or halt hunt group calls.

To turn on or off hunt group calls:

1. Dial 3 2 4.
2. Press TALK.

ACD Hunt Groups

Some hunt groups use a special feature called Automatic Call Distribution (ACD) that distributes the hunt group calls equally among the available members. These hunt group members are referred to as "agents," who log into the ACD hunt group to receive calls and log out to halt ACD hunt group calls.

Distributing Calls

Calls are distributed through an ACD hunt group based on Agent IDs or extensions, as described below.

- **Agent IDs:** If the hunt group is programmed to use ACD Agent IDs, each agent is assigned an Agent ID number to enter during the login procedure (described on the next page). The hunt group calls are routed to logged-in agents, according to their Agent ID number instead of their extension number. Because the Agent ID is not associated with any extension, the agent can use any phone in the system to log in.
- **Members:** If the hunt group **is not** programmed to use Agent IDs, it will have a pre-programmed list of phones and will send calls to the phones where agents are logged in.

Logging Into and Out of ACD Hunt Groups

Agents can log into and out of the ACD hunt group at any time. While logged in, the agent receives calls through the ACD hunt group. When the agent is logged out, calls to that ACD hunt group bypass the agent.

To log into all of your ACD hunt groups at once using the ACD Agent Login/ Logout feature code:

Dial 3 2 8 and enter your Agent ID, if necessary. The display shows AGENT LOGGED IN TO ALL ACDS, and you hear a confirmation tone.

NOTE: This feature code acts as a toggle. If you were already logged in, the display shows AGENT LOGGED OUT OF ALL ACDS, and you hear a confirmation tone.

To log into one or more hunt groups using the ACD Agent Login feature code:

1. Dial 3 2 6. The display shows AGENT LOGIN ACD NUMBER.
2. *EITHER,* Enter the desired ACD hunt group number.

   OR, Press # to log into all of your ACD hunt groups at once.

   The display shows AGENT LOGIN AGENT ID.

   NOTE: If you entered an invalid hunt group number, the display shows NOT AN ACD HUNT GROUP, and you hear repeating tones.

3. Do one of the following:
   - **To log into ACD hunt group(s) using Agent IDs:** Enter your Agent ID. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group(s) that you requested that use the Agent ID you entered in this step.

     NOTE: If another Agent ID is already logged in at this phone, you hear repeating tones, and the display shows DIFFERENT AGENT ID ALREADY USED. The other agent must log out before you can use that phone.

   - **To login to ACD hunt group(s) that do not use Agent IDs:** Press #. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group(s) that you requested.

   If you were already logged in, the display shows ALREADY LOGGED INTO <*hunt group*>.

   If you are not a member of the entered hunt group, the display shows NOT AN AGENT IN THIS HUNT GROUP, and you hear repeating tones. Start over.
4. Press TALK to hang up. Repeat this procedure to log into additional ACD groups, if necessary.

When you log into a group, you may be automatically connected to a call after you hear a short ring burst. If the ACD Agent ID Automatic Connect option is enabled for your hunt group and you are using a headset, you will be automatically connected. If this option is not enabled for your hunt group, the call will ring until you answer it or until it times out to another extension.

NOTE: Even if the ACD Agent ID Automatic Connect option is enabled, the first call you receive (after you log in or remove your phone from DND while logged in) will ring until you answer it. You will, however, be automatically connected to subsequent calls.

To log out of one or more ACD hunt group:

1. *EITHER,* Dial 3 2 8 to log out of all of your ACD hunt groups at once. The display shows AGENT LOGGED OUT OF ALL ACDS, and you hear a confirmation tone.

   OR, Dial 3 2 7. One of the following displays appears:

   - *If you were logged in to only one hunt group,* the display shows AGENT LOGGED OUT OF <*hunt group*>. The procedure is complete.
   - *If you were logged in to more than one hunt group,* the display shows AGENT LOGOUT ACD NUMBER. Dial the extension number of the desired ACD hunt group.
   - *If you were not logged in to any hunt group,* the display shows NOT LOGGED INTO ANY ACD GROUP.

2. Press TALK to hang up.

Ending an ACD Hunt Group Call

Each time you end an ACD hunt group call, a wrap-up timer is started. Until this timer expires, you will not receive another call through any ACD hunt group. You can, however, end the wrap-up session before this timer expires, as described below.

To terminate the ACD agent wrap-up period before the timer expires:

Dial 3 2 9.

NOTE: If you were not logged in to an ACD hunt group, the display shows CANNOT ACCESS RESERVED FEATURE.

Learning More

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Troubleshooting 68
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Default Feature Codes 71

Introduction

If you want to know more about your phone and voice mail system, this is the section for you. With additional information and an FAQ, you should be able to find answers to most of your questions.

What the Administrators Can Do for You

The administrators are the people to whom you should turn if you have any problems with your phone and/or voice mail. They have access to advanced programming features and can reset certain settings associated with your phone.

The types of administrators that can help you with your phone/voice mail are as follows:

- **System Administrator:** Performs certain telephone system functions, including:
  - — Setting the date and time
  - — Programming System Speed-Dial numbers.
  - — Making database changes, such as programming usernames, toll restriction, DND messages, and extension numbers.
- **Voice Mail Administrator:** Performs tasks associated with the voice mail system, including:
  - — Recording a broadcast message that is sent to all mailboxes at once
  - — Performing mailbox maintenance (such as changing your password)
  - — Customizing voice mail prompts

NOTE: Because the telephone system is very flexible and programmable, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or System Administrator can tell you how your system differs and how to use the features.

If you are a System Administrator or if you need additional information not available in this guide, refer to the *Inter-Tel Axxess/Eclipse Administrator's Guide* (part no. 550.8001/560.8001).

TROUBLESHOOTING

If your INT4000 is not performing to your expectations, please try the steps included in the table below. If you are still unable to resolve the problems, contact your System Administrator.

NOTE: Do not attempt to service this unit yourself. All service must be done by qualified service personnel.

PROBLEM	POSSIBLE SOLUTIONS
Charge light will not come on when handset is placed in the charger unit.	• Make sure the AC adapter is plugged into the charger unit and wall outlet. • Make sure the handset is properly seated in the charger unit. • Make sure the battery pack is properly placed in the handset. • Make sure the charging contacts on the handset and charger unit are clean.
Conversation is interrupted frequently.	• Make sure that the base unit antenna is fully vertical. • Move closer to the base unit. • Check for the LOW BAT warning.
Warning tone is heard and NO SERVICE message is displayed.	Move closer to the base unit.
The handset does not ring.	• Make sure the Ringer switch is in the ON position. • Battery may be weak. Charge the battery pack for five hours. • Make sure the base unit antenna is fully vertical. • Move the handset closer to the base unit.

FREQUENTLY ASKED QUESTIONS (FAQS)

This section includes some of the most frequently asked questions. If you have problems with your phone or voice mailbox, refer to this section before you contact your System Administrator or your local Inter-Tel dealer.

Q1. *How do I program System Speed-Dial numbers?*

A1. Only your System Administrator can program System Speed-Dial numbers. You can, however, program up to ten Station Speed-Dial numbers (see page 52).

Q2. *How do I change the time and date on my phone?*

A2. Only your System Administrator can change the time and date. Contact your System Administrator if you notice that the date and time are incorrect.

Q3. *How can I retrieve messages if I don't know the password for my voice mail?*

A3. Try using your extension number, which is your default password. Or, maybe you don't have a password, in which case pressing # is all you need to do. If these options don't work, contact your System Administrator, who can change or erase the password for you. You can then retrieve your messages and reset the password, if desired (see page 33).

Q4. Why can't I retrieve deleted messages?

A4. Voice mail may have erased your message. After a programmed amount of time has lapsed, up to 24 hours, voice mail automatically erases all deleted messages (see page 36). If you attempted to undelete a voice mail within this time frame but you were still unsuccessful, your voice mail system may not have sufficient space programmed to store deleted messages. Or, your telephone system may not be using a software version that supports this feature (the "undelete" feature is supported by software versions 5.3 and later). Contact your System Administrator to determine if this feature is available.

Q5. *How can I set the number of rings that are allowed before the call is sent to voice mail?*

A5. Only your System Administrator can change the number of rings.

Q6. *How can I change the name displayed on my phone?*

A6. Only your System Administrator can change the usernames assigned to extensions.

Q7. *How do I scroll the display screen?*

A7. You must have the PREVIOUS and NEXT buttons programmed on your phone to scroll up and down. Your System Administrator must program them in Database Programming.

Q8. *Why can't I program a Station Speed-Dial number to the button I want? It keeps saying that the button is non-programmable.*

A8. Your System Administrator has programmed that button as a non-programmable button. Because you cannot override system programming from your phone, you must choose another button.

Q9. *Why can't I use one of the features described in this guide?*

A9. There are a few reasons why you might not be able to access the feature. Some possible reasons include:

- Your system software version may not support the feature (this guide covers all versions).
- Your System Administrator may not have enabled the feature for your phone.
- Your System Administrator may have programmed your phone to block the feature.

Q10. *If I need further assistance, how do I get technical support?*

A10. First, contact your System Administrator if you have a question that is not covered in this user guide. If you need further assistance, contact your local authorized Inter-Tel dealer. All Inter-Tel sales, service, and support are handled at the local level.

DEFAULT FEATURE CODES

Use the blank spaces below to enter custom feature codes, if necessary.

OUTSIDE LINE ACCESS CODES

ACCESS CODE NAME	ACCESS CODE	NEW CODE
Select Line Group 1-208	92001-92208*	
Automatic Route Selection	92000*	
Emergency Call	911	
Outgoing Call	8	

* These defaults may differ based on the software version.

EXTENSION NUMBERS

EXTENSION NAME	EXTENSION NUMBER	NEW NUMBER
Phone Extensions	1000-1999	
Hunt Groups	2000-2299	
Attendant	0	

General Feature Codes

FEATURE NAME	FEATURE CODE	NEW CODE
Account Code – Following Calls	391	
Account Code – Optional	390	
ACD Agent Log In	326	
ACD Agent Log Out	327	
ACD Agent Log In/Out	328	
ACD Agent Wrap-Up Terminate	329	
Agent Help Request	375	
Agent Help Reject	376	
Answer (Ringing Call)	351	
Automatic Intercom Access On/Off	361	
Automatic Line Access On/Off	360	
Automatic Line Answer	350	
Background Music On/Off	313	
Call Forward All Calls	355	
Call Forward If Busy	357	
Call Forward If No Answer	356	
Call Forward No Answer/Busy	358	
Conference	5	
Change Language	301	
Data	340	
Default Station	394	
Directory	307	
Display Time and Date	300	
Do-Not-Disturb	370	
Do-Not-Disturb Cancel	371	
Do-Not-Disturb On/Off	372	
Do-Not-Disturb Override	373	
Enhanced Speakerphone Enable	310	
Feature Key Default	395	
Group Listen	312	
Handsfree On/Off	319	
Headset On	315	
Headset Off	316	
Headset On/Off	317	
Hold – Individual	336	
Hold – System	335	
Hookflash	330	
Hunt Group Remove	322	
Hunt Group Replace	323	
Hunt Group Remove/Replace	324	
Message	365	
Message – Cancel Message Left	366	
Message – Cancel Message On Phone	368	

GENERAL FEATURE CODES (CONTINUED)

FEATURE NAME	FEATURE CODE	NEW CODE
Message – Silent	367	
Microphone Mute On/Off	314	
Page	7	
Page Receive On/Off	325	
Program Baud Rate	393	
Program Buttons	397	
Program Station Password	392	
Queue (Callback) Request	6	
Record-A-Call	385	
Redial	380	
Redirect Call	331	
Reminder Message	305	
Reminder Message Cancel	306	
Remote Programming	359	
Reverse Transfer (Call Pick-Up)	4	
Review Buttons	396	
Ring Intercom Always On/Off	377	
Ring Tone Selection	398	
Routing Off	304	
Station Speed Dial	382	
Station Speed-Dial Programming	383	
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Voice Mail Flow Chart

NOTE: At any menu level, you can press * to Cancel or return to the Previous Menu or press # to Accept.

ENTERING YOUR MAILBOX

- *EITHER*, Press SPCL and the **MSG** button to respond to a message from voice mail.
  OR, Call the voice mail extension number, press *, and enter your mailbox number.
- Enter your password and then #.

SUBSCRIBER MAILBOX MENU

- **Listen to New Message** 1
- **Send A Message** 2
- **Listen to Saved Messages** 3
- **Personal Options** 4
- **Message Options** 5

SENDING A MESSAGE

- Dial the mailbox number, reply to a message, or forward a message.
- Record your message.
  To pause press 2
  To erase press 3
- Hang up to send *OR*
  Press # for options.

RECORDING OPTIONS

- **Replay** 1
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DELIVERY OPTIONS

- **Private** 1
- **Certified** 2
- **Priority** 3
- **Send to Other Mailboxes** #
- **Send and Exit** TALK

PERSONAL OPTIONS

- **Record Greeting** 1
  - Primary Greeting 1
  - Alternate Greeting 2
  - System Greeting 3
  - Also see Recording Options
- **Record Directory Name** 2
  - See Recording Options
- **Record Password** 3
- **Change Envelope Settings** 4
  - Time and Date 1
  - Message Source 2
  - Message Length 3
  - All Options 4
  - No Options 5
- **Remote Messaging** 5
  - Primary Cascade 1
  - Alternate Cascade 2
- **More Options** 9
  - Fax Destination 1
  - Message Order 2
  - Transfer Method 5

MESSAGE ORDER

- **New Messages** 1
- **Saved Messages** 2

TRANSFER METHOD

- **Unannounced** 1
- **Screened** 2
- **Announce Only** 3

MESSAGE OPTIONS

- **Cancel Unheard Messages** 1
- **Recover Deleted Messages** 2
  - Listen 1
  - Recover All 2
  - Erase All 3

LISTENING TO MESSAGES

While the message is playing:

- **Back Up** 1
- **Pause** 2
- **Move Forward** 3
- **Lower the Volume** 4
- **Play the Envelope** 5
- **Increase the Volume** 6
- **Save the Message** 7
- **Delete the Message** 9
- **Skip to the End** #

After the message:

- **Replay to Message** 1
- **Reply to the Message** 2
  - Voice Mail Message 1
  - Return Call 2
- **Forward a Copy** 3
  - See Recording Options
- **Listen to Previous Message** 4
- **Play the Envelope** 5
- **Listen to Next Message** 6
- **Save the Message** 7
- **Delete the Message** 9

LISTENING TO MESSAGES

- **Program Cascade Level** 1
  Enter cascade level number, then:
  - Enable/Disable 1
  - Enter Personal # 2
  - Enter Pager # 3
- **Enter Time of Day** 2
- **Set Days of Week** 3
  - Monday-Friday 1
  - All Days 2
  - Individual days 1-7 3
- **Select Message Types** 4
  - All Messages 1
  - Priority Messages 2

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